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ABSTRACT

Designed for the training of a newly appointed branch librarian as well as for general background on the function of a branch library for the entire staff, this publication was written as a comprehensive guide to the administration of a branch library. Specific chapters focus on: (1) administrative goals and activities, (2) organizational structure and job descriptions for personnel, (3) resources and collection, (4) adult services, (5) children's services, (6) evaluation of effectiveness, (7) sample forms and checklists, and (8) building facilities and layout. (Author/JPF)

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BRANCH LIBRARY SERVICE

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200 WORD SUMMARY

This publication is a comprehensive guide to the administration of a branch library. It was prepared as part of the Inglewood Public Library's series in which major services and functions of the Library are described. It is designed for training for a newly appointed branch librarian as well as for general background on the function of a branch library for the staff. It includes chapters on goals and activities, organization and personnel, resources, adult and children's services, the branch library community, evaluation of effectiveness, and the physical facility. Unusual features include a branch librarian work evaluation, detailed position descriptions of a branch library staff, and a check list of items to be inspected or reviewed by the branch librarian or that librarian's supervisor to insure the branch library operation is effective.

This manual should aid library administrators, professional staffs, and officials in making comparative evaluations of their own branch libraries. It should also aid branch librarians and their staffs in their understanding of the function of a community branch library in relation to a larger unit of service. In addition, it should serve as an instructional manual for employees assigned to branch libraries and also provide material for use in library schools.

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INTRODUCTION

This manual was prepared as part of the Inglewood Public Library's series in which major services and functions of the Library are described. Even though branch library services, activities, and resources are described in such manuals as circulation, reference, children's, technical services, etc., experience has shown that a need exists to explain and clarify existing policies and procedures that apply to branch libraries. It is also important to evaluate the role of branch library service, to discern critically its importance in this era of limited funding, and to determine priorities.

One of the principal benefits from a study of this type is that policies and procedures are reviewed, re-evaluated, and often changed, modified, or abandoned.

A manual of this type is also useful in a number of other ways:

(1) It aids library administrators, professional staffs, and officials in making comparative evaluations of their own branch libraries.

(2) It aids branch librarians and their staffs in their understanding of the function of a community branch library in relation to a larger unit of service.

(3) It serves as an instructional manual for employees assigned to branch libraries.

(4) It provides material for use in library schools.

DEFINITION

Branch libraries are the first level of public library service and serve the immediate community in which they are located. They are not intended to encompass the services and resources available in a main library. Branch libraries duplicate, in part, some basic services and resources available in larger units of service. There is, for example, "reference service," but collections are limited, "reference staff" has additional duties, and hours open to the public are limited. Book collections — in most cases, duplicates of main library materials — are selected to meet the needs of those in the branch library community.

Convenience to borrowers living near a branch library is a factor — especially if the user finds most or all wanted materials without having to use a larger unit of service. Intra-library delivery helps considerably, but those requiring materials such as investors services must look to a central library. Proximity to a library is most important to many aged, handicapped, children, and those without transportation. Many are more comfortable in a smaller facility, finding it more friendly and relaxing, and in general are able to find their way around better. Many students and others prefer to study or read in a library conveniently located close to their residence.

A branch library serves many other purposes. School class visits and story hours are attended by students from local schools. Programs for children and adults are planned to entertain or instruct local community members. Branch libraries frequently serve as cultural centers for those in the neighborhood area. Exhibits, displays, and posted announcements often reflect area user interests.

LOCATION AND BUILDING

The location of a branch library is a basic factor in its use. Consideration should be given to (1) location on a main street — a corner lot if possible, (2) location in or adjacent to a shopping area, (3) a well identified building, and (4) adequate off-street parking. The population served by a branch library varies according to the local geographical pattern, but a minimum of 15,000 to 20,000 population should exist in the area served.

Considering all cost factors — property and building, maintenance, utilities, staff, resources, etc. — a branch library facility probably should not be less than 8,000 to 10,000 sq. ft. The building should be well designed and functional with a good in-out pattern for ease in handling the public and for security. A meeting room might be considered — especially with a separate entrance and restrooms. Shelving should be available for at least 35,000 books. Other features could include an entrance lobby, a separate children's area, a staff work room, a staff lounge, staff restrooms, and a loading dock for deliveries.

For additional material on the branch library building, see Chapter 9.

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OBJECTIVE, GOALS, AND ACTIVITIES

"The public library, as a service agency, must continually evaluate its function if it is to provide meaningful resources, services, and programs to a community that continually is changing. A basic approach is for the library to determine its goals. Goals influence the quality and types of services. Decisions can be more readily made when goals are stated. Planning and programming can be more effective and realistic when goal statements are established."[1]

CONTENTS OF THIS CHAPTER

OBJECTIVE

GOALS AND ACTIVITIES

Administration

- Budget
- Personnel
- Policies and procedures
- Public relations
- Professional activities

Resources

- Materials
- Materials maintenance

Services

- Reference and information
- Materials circulation
- Programs
- Displays and exhibits

OBJECTIVE

Branch libraries provide convenient neighborhood library service, with resources, services, programs, and hours of opening which reflect the needs of the surrounding community and stimulate use of the library.

[1] Inglewood Public Library. Library Objectives, Goals, and Activities. 1973. p. 4

GOALS AND ACTIVITIES

ADMINISTRATION

Budget

Goal: Secure a budget allocation adequate to implement the established program of service.

Activity: Prepare budget request and review budget allocation periodically.

Personnel

Goal: Make maximum use of staff, including volunteers.

Activity: Select applicants for positions.
Schedule and supervise personnel; maintain time worked records.
Evaluate staff; counsel as necessary.
Determine training needs and conduct in-service training.
Insure that staffing is provided at public desks.
Conduct staff meetings.
Interview, train, schedule, supervise, and evaluate volunteers.

Policies and procedures

Goal: Formulate policies and procedures which will result in a more effective operation.

Activity: Attend staff meetings; read Library procedural manuals, memos, and reports; disseminate information.
Review and evaluate policies and procedures and recommend changes that will insure a service responsive to the public.
Explain Library policies and procedures to the public.
Prepare memos, reports, and studies, including an operational manual.
Report on problem areas and recommend improvements.

Public relations

Goal: Develop an awareness of the nature and resources of the community in which the branch library is located, so as to promote public awareness of branch library services and resources.

Activity: Work with community groups and organizations; participate in community programs.
Arrange displays of materials and maintain public bulletin boards.
Give talks and demonstrations.
Prepare news releases, booklists, and brochures.

Professional activities

Goal: Become aware of current developments in library service and apply as appropriate.

Activity: Read professional literature.
Attend meetings and conferences.
Visit other libraries.
View demonstrations of new methods and equipment.

RESOURCES

Materials

Goal: Provide an ample collection of all forms of library materials that reflect the interests and needs of the surrounding community.

Activity: Attend selection meetings, evaluate main library duplicates, review library media, and consider requests from the public and staff, as a basis for selection.
Review new library materials as received.
Evaluate library collections in order to withdraw materials no longer suitable and recommend new materials.
Conduct inventories of library materials.
File and withdraw public catalog cards and records accurately and promptly.
Rotate extension collections as scheduled.

Materials maintenance

Goal: Insure that library materials are in good condition and ready for use.

Activity: Inspect, collate, and clean library materials.
Shelve returned library materials and shelf-read stacks on a continuous basis.
Return materials in poor condition to Main for disposition; mend library materials requiring minor repairs.
Cover books with plastic book jackets or contact paper.
Maintain necessary supplies.

SERVICES

Reference and information

Goal: Insure that reference and information services meet the needs of community users, both adults and children.

Activity: Answer reference questions; assist the public in the use and location of library materials; give readers' advisory service; explain the resources, catalogs, and indexes to the public.
Schedule professional personnel to be available at all times the library is open to the public.
Initiate service when patron need is evident.
Assist the public in determining the location of materials and services not available at the branch library.

Materials circulation

Goal: Insure that circulation and registration procedures are performed effectively.

Activity: Charge and receive library materials; reserve library materials.
Register borrowers.
Attend circulation staff meetings.
Receive and route library materials.

Programs

Goal: Provide informational and recreational programs that are of interest and use to community residents and involve local citizens when applicable.

Activity: Plan and conduct programs; arrange publicity.

Displays and exhibits

Goal: Provide displays and exhibits that are of interest to the community.

Activity: Arrange displays and assist the Exhibits Librarian with exhibits.

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ORGANIZATION AND PERSONNEL

CONTENTS OF THIS CHAPTER

FUNCTION
ORGANIZATIONAL STRUCTURE
RELATIONSHIPS WITH OTHER LIBRARY SERVICES
POSITION DESCRIPTIONS
BRANCH LIBRARY ACTIVITIES
TRAINING
PERSONNEL EVALUATIONS
THE BRANCH LIBRARIAN
BRANCH LIBRARIAN WORK EVALUATION

FUNCTION

Because branch libraries represent the first level of library service, their resources, services, and programs are provided to meet the needs of the community in which the branch library is located. Size of facility, collections, staffing, and hours open to the public are limited, as branch libraries are extensions of the main library. For the full range of resources, users are directed to the main library.

ORGANIZATIONAL STRUCTURE

Inglewood maintains two branch libraries, each directed by a branch librarian with the classification of Associate Librarian who reports to the Head – Extension Division. Other adult and children's librarians may also be assigned.

Supervision and direction of nonprofessional employees is performed by a Circulation Supervisor. Other nonprofessional staff include part-time Circulation Clerks and Circulation Aides. A Library Monitor may also be assigned on occasion.

RELATIONSHIPS WITH OTHER LIBRARY SERVICES

Branch library services and resources are interrelated in a variety of ways to the entire Library's function. Indicated below are other Library divisions and the principal areas of cooperation and liaison with them:

Audio-visual Division. Branches have a variety of audio-visual materials and equipment. The selection, maintenance, withdrawal, and inventory of AV materials call for contact with main library AV personnel. As exhibits are the province of the Exhibits Librarian, who is assigned to AV, coordination with AV is required.

Children's Division. Children's materials are selected, maintained, withdrawn, and inventoried by children's librarians with recommendations from the Branch Librarian. Children's librarians staff the children's area in branches approximately half the time the branches are open. They may also assist in the adult area during emergencies. Branch staff members assist children's librarians in children's programs and school class visits.

Circulation Division. There is constant exchange between branch and main library circulation personnel concerning all aspects of circulation policies and procedures. Main registration has special telephone lines to branches, principally for verifying registration information. Circulation Supervisors meet monthly to discuss circulation policies, procedures, and problems. The circulation manual is updated periodically for changes. Main library circulation personnel may be scheduled at branches and vice versa.

Community Services. Branch library staff often refers the handicapped to Community Services. Branch libraries maintain large print books on a revolving basis and branch staff members encourage and assist the public in their use.

Library Administrative Office. Examples of constant liaison with the Office concerning personnel include recruitment, personnel interviews, selection, performance evaluations, reclassifications, promotions, Civil Service rules, and benefits. Time worked records, payroll information, and time off are more examples. The annual budget request, requisitions for all materials, requests for supplies, building maintenance, printing, and press releases all require contact with the Office.

Reference and information services. Main library reference and information staff members are contacted frequently, principally for reference questions and verification of holdings. Coordination in the selection of information file materials (pamphlets, maps, etc.) is on-going.

Serial Publications and Documents. Serial publications, including yearbooks, newspapers, and magazines, are budgeted through Serials and Documents so coordination of selection is required. Because magazines are received and processed at the main library, questions regarding their receipt are directed to Serials and Documents.

Service to the Spanish Speaking. Spanish speaking patrons who need assistance are referred to the Librarian for Service to the Spanish Speaking. A small extension collection of books in Spanish may be routed to branches on a revolving basis at the request of the Branch Librarian.

Technical Services Division. Constant contact with Technical Services personnel in the ordering, cataloging, processing, withdrawing, and inventorying of books is maintained. Card catalog maintenance and the routing of extension collections are additional examples of coordination.

Young Adult Service. Branch Librarians are aided in the selection of young adult materials by the Young Adult Librarian. Questions and recommendations concerning young adult services and programs are also referred to the Young Adult Librarian.

POSITION DESCRIPTIONS

Position descriptions are given for the following positions in branch libraries:

	Job Title	Classification
(1)	Head – Extension Division	Senior Librarian
(2)	Branch Librarian	Associate Librarian
(3)	Reference Librarian (branch library)	Librarian
(4)	Children's Librarian (branch library)	Librarian
(5)	Circulation Supervisor (branch library)	Library Supervisor
(6)	Circulation Clerk (branch library)	Library Clerk
(7)	Circulation Aide (branch library)	Library Aide
(8)	Library Monitor	Monitor

The eight positions noted in this study follow the standard pattern of listing the various duties required in the position. In order to give a fuller picture of the position, the percentage of time spent on each duty is indicated and the duties ranked by this percentage, which indicates only "time spent" and has no direct relationship to the importance of the duty.

Listed under duties (if they apply) are responsibility relationships — that is, the relationship to another area of activity such as the Audio-visual Division or the Library Administrative Office. Each duty has, therefore, been analyzed with respect to personnel in another area of activity who (1) must be consulted. (2) may be consulted, and (3) must be notified. These responsibility relationships do not include (1) the person to whom the employee reports, (2) those the employee may supervise, or (3) anyone else in branch libraries (or Children's Division in the case of the Children's Librarian (branch library).

Job Title	HEAD – EXTENSION DIVISION[1]
Class Title	Senior Librarian
Reports to	Library Director
Supervises	Branch Librarians
Location	Main library

Summary. The Head – Extension Division directs and coordinates branch library activities and is responsible for overall operation and resources.

Duties		Percent
1)	Confers with branch librarians and staff in the overall administration of branch libraries.	30
2)	Coordinates the selection of branch library materials.	20
3)	Confers with the Library Director concerning branch services, resources, personnel, and programs.	15
4)	Supervises scheduling of branch library personnel; coordinates requirements with the main library; reviews time worked records.	10
	May consult Head – Children's Division and Head – Circulation Division.	
5)	Attends meetings and conferences; reads professional literature; is aware of new technological developments.	7
6)	Coordinates branch library functions with other Library divisions.	5
	Must consult Library division heads.	
7)	Prepares Extension Division budget; reviews and reports on budget periodically.	5
	Must consult Library Administrative Office.	
8)	Prepares and reviews performance evaluations.	4
	May consult Library Administrative Office.	

[1]This position is one of the functions of the Head – Adult Division.

Duties		Percent
9)	Receives instruction and training; attends staff meetings.	3
10)	Reports on problem areas and recommends policy and procedural changes.	1
	May consult Library Administrative Office.	

Job Title	BRANCH LIBRARIAN
Class Title	Associate Librarian
Reports to	Head – Extension Division
Supervises	Branch library staff
Location	Branch library

Summary. The Branch Librarian directs the activities of a branch library and supervises its overall operation and resources.

Duties		Percent
1)	Answers reference questions; assists the public in the use and location of library materials; gives readers' advisory service; explains the resources, catalogs, and indexes to the public.	40
2)	Recommends books, periodicals, audio-visual materials for the branch library which reflect community requirements.	15
	Must consult Adult Book Coordinator.	
	Must consult Head – Children's Division	
	Must consult Head – Audio-visual Division.	
	Must consult Serial Publications and Documents Librarian.	
3)	Assists in the children's area as needed.	10
	May consult children's librarians.	
4)	Plans and conducts programs.	6
	Must consult Library Program Coordinator and Library personnel involved.	
5)	Performs community relations activities.	5
	May consult Community Services Librarian.	
6)	Interprets Library policies and procedures to the public.	5
7)	Interviews, selects, supervises, and counsels personnel; prepares work performance reviews; conducts in-service training.	5

Duties		Percent
8)	Attends meetings and conferences; reads professional literature; is aware of new technological developments.	5
9)	Receives instruction and training; attends staff meetings.	4
10)	Prepares press releases and other public relations materials.	3
	Must consult Library Administrative Office.	
11)	Reports on problem areas and recommends policy and procedural changes.	1
12)	Interviews volunteers.	1
	Must consult Library Volunteer Coordinator.	

Job Title	REFERENCE LIBRARIAN (branch library)
Class Title	Librarian
Reports to	Branch Librarian
Supervises	Branch library staff in the absence of the Branch Librarian
Location	Branch library

Summary. The Reference Librarian (branch library) performs general reference and assists the Branch Librarian.

Duties		Percent
1)	Answers reference questions; assists the public in the use and location of library materials; gives readers' advisory service; explains the resources, catalogs, and indexes to the public.	60
2)	Assists in the children's area as needed.	10
3)	Assists the Branch Librarian in displays and programs.	5
4)	Interprets Library policies and procedures to the public.	5
5)	Recommends library materials to the Branch Librarian.	5
6)	Files and withdraws catalog cards.	5
7)	Receives instruction and training; attends staff meetings.	5
8)	Attends meetings and conferences; reads professional literature; is aware of new technological developments.	4
9)	Reports on problem areas and recommends policy and procedural changes.	1

Job Title	CHILDREN'S LIBRARIAN (branch library)
Class Title	Librarian[1]
Reports to	Head — Children's Division
Location	Branch libraries

Summary. The Children's Librarian (branch library) assists children and others in the use of the branch library children's resources, maintains children's collections, and presents programs.

Duties		Percent
1)	Assists children, parents, teachers, and others in the use and location of children's resources; explains the resources, catalogs, and indexes to the public; gives readers' advisory service.	40
	May consult branch librarians.	
2)	Prepares for and conducts orientations, talks to groups (including child-related adult groups) and class visits.	15
	Must consult Branch Librarian.	
3)	Plans, prepares for, conducts, and participates in programs, including films and story hours.	15
	Must consult Branch Librarian.	
4)	Evaluates collections of books, periodicals, and audio-visual materials; recommends transfers, withdrawals and new materials which reflect community requirements.	10
5)	Files and withdraws catalog cards.	10
	May consult Technical Services staff.	
6)	Prepares displays.	3
	May consult Branch Librarian.	
7)	Interprets Library policies and procedures to the public.	2
8)	Directs the activities of clerks and aides on a project basis.	2

[1]Children's librarians in other classifications may be scheduled to perform the duties of this position.

Duties		Percent
9)	Receives instruction and training; attends staff meetings.	1
10)	Reports on problem areas and makes recommendations.	1
	May consult Branch Librarian.	
11)	Performs adult reference service in emergencies.	1

Job Title	CIRCULATION SUPERVISOR (branch library)
Class Title	Library Supervisor
Reports to	Branch Librarian
Supervises	Branch library clerks and aides
Location	Branch library

Summary. The Circulation Supervisor (branch library) directs the branch library circulation function, including stack maintenance, and supervises clerks and aides assigned.

The position differs from that of Circulation Supervisor (main library) in that the Circulation Supervisor (branch library) supervises clerical functions in the branch library and is "in charge" in the absence of a librarian.

Duties		Percent
1)	Performs circulation desk routines, including charging and discharging library materials and registering borrowers. May consult library Circulation and Circulation Control personnel.	40
2)	Supervises clerks and aides assigned to the branch library.	10
3)	Directs receiving and routing of library materials.	8
4)	Prepares schedules and time worked records; supervises preparation of time sheets; assigns clerical and aide duties. Must notify Head – Circulation Division of additional personnel requirements.	5
5)	Conducts in-service training for branch library clerks and aides.	5
6)	Interprets and explains Library circulation policies (including those concerning fines and damage) to the public. May consult Circulation Supervisor (main library) and Circulation Control Supervisor concerning circulation policies.	5
7)	Prepares performance evaluations; counsels personnel; interviews applicants for positions.	4

Duties		Percent
8)	Performs reserve book procedures.	4
	Must consult Reserve Control Clerk.	
9)	Sets up circulation desk, including the preparation of transaction cards and the inspection and completion of registration cards.	4
10)	Coordinates branch circulation activities with Circulation and other related divisions.	
	Must consult Circulation personnel or personnel affected.	
11)	Assigns clerical personnel needed for branch librarians' and children's librarians' assignments (card filing, transferring books, exhibits, special programs, etc.)	2
12)	Receives instruction and training, attends staff meetings (including circulation supervisors' meetings).	2
13)	Receives, records, and transfers money to the Library Administrative Office or City Finance Department.	2
	Must notify Library Administrative Office.	
14)	Inventories and requests branch library supplies.	1
	Must notify Library Administrative Office.	
15)	Maintains circulation records and statistics.	1
16)	Directs activities of volunteers.	1
	May consult Volunteer Coordinator.	
17)	Surveys the branch library to determine maintenance requirements.	1
18)	Inspects and reports on condition of furniture and equipment.	1
19)	Reports on problem areas and recommends policy and procedural changes.	1

Job Title	CIRCULATION CLERK (branch library)
Class Title	Library Clerk
Reports to	Circulation Supervisor (branch library)
Supervises	Branch library aides in the absence of the Circulation Supervisor
Location	Branch library

Summary. The Circulation Clerk (branch library) charges and discharges library materials and performs other job related duties.

Duties		Percent
1)	Charges and discharges library materials, collates materials for damage, receives fines, reserves library materials, and performs other circulation-related duties.	60
2)	Registers borrowers; determines geographical area of registrants; assists applicants in completing forms; verifies registration from main library.	10
	Must consult main library Circulation Control personnel.	
3)	Supervises Circulation Aides in the absence of a circulation supervisor.	5
4)	Explains Library circulation policies, including those on fines and damage, to the public.	5
5)	Files and withdraws catalog cards.	5
6)	Maintains shelves of current periodicals.	5
7)	Performs job related duties assigned by the Circulation Supervisor (branch library).	5
8)	Receives instruction and training; attends staff meetings.	4
9)	Reports on problem areas and makes recommendations.	1

Job Title	CIRCULATION AIDE (branch library)
Class Title	Library Aide
Reports to	Circulation Supervisor (branch library)
Supervises	—
Location	Branch library

Summary. The Circulation Aide (branch library) performs shelf maintenance work and other related jobs.

Duties		Percent
1)	Sorts and shelves books, magazines and newspapers, sound recordings, and other library materials.	40
2)	Shelves in and maintains current periodicals; inserts current issues in display covers and shelves back issues.	15
3)	Cleans and inspects sound recordings.	10
4)	Assists at the circulation desk.	10
5)	Performs miscellaneous circulation-related duties such as covering books, mending books, erasing markings in books, and date stamping transaction cards.	5
6)	Empties book return; completes fine slips.	5
7)	Receives instruction and training.	5
8)	Reads shelves to insure correct arrangement.	3
9)	Picks up books, straightens furniture, and performs general maintenance of the branch.	3
10)	Performs materials handling of books, supplies, and equipment.	1
11)	Shifts books, arranges furniture for programs, and assists in special projects.	1
12)	Searches stacks for requested library materials.	1
13)	Reports on problem areas and makes recommendations.	1

Job Title	LIBRARY MONITOR
Class Title	Monitor
Reports to	Library Secretary
Supervises	—
Location	Main/branch libraries

Summary. The Library Monitor surveys public areas in the library and parking area to prevent excessive noise, disruption, vandalism, and theft, and explains Library policies.

Duties		Percent
1)	Monitors Library building and grounds.	6
2)	Monitors programs.	6
3)	Performs opening and closing routines.	5
4)	Gives directional information.	5
5)	Explains Library policies to the public.	5
6)	Opens and prepares lecture hall for scheduled programs; provides special equipment as requested; secures lecture hall.	3
7)	Prepares memos and reports.	3
8)	Makes and distributes photocopies.	2
9)	Receives instruction and training.	2
10)	Makes deliveries to City Hall.	1
11)	Observes and reports on building maintenance needs.	1
12)	Reports on problem areas and makes recommendations.	1
13)	Performs other duties as required.	1

BRANCH LIBRARY ACTIVITIES

In the previous individual position descriptions, a summary of the duties required is included with each position in an effort to delineate further the respective position. Those duties identify various end results which the person filling the position is responsible for achieving. Here the focus is on the activities or methods by which the end results are to be achieved. Activities are listed for professional positions (Head – Extension Division, Branch Librarian, Reference Librarian (branch library), and Children's Librarian (branch library[1]) and non-professional positions (Circulation Supervisor (branch library), Circulation Clerk (branch library), Circulation Aide (branch library), and Library Monitor.)

PROFESSIONAL ACTIVITIES

Answer telephone.
Attend meetings and conferences.
Compile bibliographies.
Conduct library tours.
Confer with Library staff/City employees.
Confer with representatives of organizations.
Evaluate and distribute cataloged library materials.
Explain Library policies and procedures to the public.
File and withdraw catalog cards.
Give talks and presentations.
Initiate memos and other correspondence.
Inspect branch library using check list.
Observe, report on, or correct building maintenance problems.
Observe, report on, or correct stack conditions.
Open typing rooms for the public.
Perform activities related to professional affiliations.
Perform bibliographic checking.
Perform closing routines.
Plan and prepare displays.
Plan overall operation of the Division.
Plan, prepare for, and conduct orientations and class visits to the Library.
Plan, prepare for, and conduct programs.
Prepare and review budget.
Prepare publicity.
Prepare studies and reports.
Read correspondence.
Read professional literature.
Receive instruction and training.
Review new audio-visual materials.
Review new books.
Review resources for updating.
Review resources for withdrawal.
Schedule personnel.
Select, evaluate, and counsel personnel.
Select library materials.

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[1]Children's librarians are scheduled from the Children's Division of the main library.

Staff adult reference desk.
- Assist the public in the use of periodicals indexes.
- Assist the public in the use of reference materials.
- Assist the public in the use of the public card catalog.
- File reference services.
- Give directional information.
- Identify library materials from telephone requests.
- Perform readers' advisory service.
- Receive, edit, and complete book requests.

Staff children's reference desk.
- Assist the public in the use of audio-visual materials.
- Assist the public in the use of reference materials.
- Assist the public in the use of the public card catalog.
- Give directional information.
- Identify library materials from telephone requests.
- Perform readers' advisory service.
- Receive, edit, and complete book requests.

Supervise and train personnel.
Supervise contract book procedures.
Visit libraries and other facilities.
Visit schools.

NON-PROFESSIONAL ACTIVITIES (except Library Monitor)

- Answer telephone (including routing calls).
- Arrange furniture for programs.
- Assist in programs.
- Assist the public in the location of library materials.
- Assist the public in the use of the public card catalog.
- Assist the public with photocopiers and typewriters.
- Attend meetings and conferences.
- Charge library materials.
- Clean plastic covers on library materials and erase markings.
- Clear cash register and transfer money.
- Compile statistics.
- Confer with Library staff/City employees.
- Consult audio-visual reserve visifile.
- Consult book reserve visifile.
- Coordinate reserves procedure.
- Cover books with plastic.
- Cover/uncover catalog cards with plastic.
- Date stamp transaction cards.
- Discharge library materials.
- Empty book returns.
- Explain Library policies and procedures to the public.
- File and withdraw catalog cards.
- File and withdraw shelf list cards.
- Give directional information.
- Identify library materials from telephone requests.
- Inspect and clean sound recordings.
- Maintain audio-visual reserve visifile.
- Maintain book reserve visifile.
- Maintain office files.

Maintain revolving collections.
Maintain serial publications stacks.
Maintain supplies.
Observe, report on, or correct building maintenance problems.
Observe, report on, or correct stack conditions.
Open typing rooms for the public.
Operate photocopier.
Page books.
Perform closing routines.
Perform opening routines.
Pick up library materials and straighten furniture.
Prepare materials for shipment.
Prepare payroll information.
Prepare sound recordings for circulation.
Process items delivered to branches.
Process newspapers.
Read shelves.
Receive and route money.
Receive and unpack materials.
Receive instruction and training.
Register borrowers.
Repair library materials.
Route materials.
Schedule nonprofessional personnel.
Search stacks.
Select, evaluate, and counsel personnel.
Set up and remove exhibits.
Set up public desks.
Shelve library materials.
Sort books on sorting shelves.
Sort books on trucks.
Sort catalog cards.
Supervise and train personnel.
Supervise and train volunteers.
Telephone borrowers concerning reserves.
Type and process reserve cards.
Type correspondence, memos, reports, schedules, etc.
Type library card verifications.
Verify catalog cards.

LIBRARY MONITOR ACTIVITIES

Arrange furniture for programs.
Attend meetings and conferences.
Confer with Library staff/City employees.
Confer with representatives of organizations.
Explain Library policies and procedures to the public.
Give directional information.
Monitor Library buildings and grounds.
Monitor programs.
Observe, report on, or correct building maintenance problems.
Operate photocopier.
Perform closing routines.
Prepare reports.
Receive instruction and training.

TRAINING

An efficient, well trained, public service oriented staff is the basis of good branch library service. Well trained staff members will be conversant with their job duties and have an understanding of the overall Library operation and knowledge of policies and procedures, as well as knowing where information can be obtained.

Professional. Librarians are encouraged to attend meetings, conferences, workshops, seminars, lectures; to take courses; to view demonstrations and visit libraries. Professional training includes two broad areas: aspects of librarianship and management. Librarians also attend meetings and receive in-service training concerning personnel policies and employee relations. Professional branch staff may have had, as background to branch library duties, assignments in other areas of the Library such as reference, serials, children's, or technical services. The Branch Librarian will conduct in-service training concerning branch library operations, services, and programs for librarians assigned to a branch. Manuals concerning all major functions of the Library are required background reading.

Nonprofessional. Training received by nonprofessional staff consists mainly of in-service training. Before library clerks and aides are assigned to branches, they receive training in main library circulation and circulation control policies and procedures. Many have had work experience in other areas of the Library. A circulation procedures manual reviewed and revised periodically is used as the basis for circulation in-service training. Information concerning personnel rules and employee relations is disseminated by memos and at staff meetings. Branch library circulation supervisors meet monthly with main library supervisors. As supervisors, they are encouraged to attend workshops and seminars on management and supervision. They also attend City sponsored meetings concerning personnel rules and employee relations.

PERSONNEL EVALUATIONS

Forms used by the City to evaluate all full-time personnel are the "Personnel Evaluations," which is a one-year work performance review, and the "Probationary Service Rating Report," of which three are completed during the employee's first year of employment. The Library also has its own performance evaluation forms for part-time employees, one for each classification, based on a job analysis of the classification and administered at the same intervals.

THE BRANCH LIBRARIAN

The Branch Librarian is the person responsible for administering the branch library. The effectiveness of the branch library's service is dependent on this person's abilities, aptitudes, personal interests, sense of organization, rapport with the public, and background and training. However, the Branch Librarian does not work without direction. The responsibility of the Head — Extension Division is to see that the best qualified librarian is assigned the position, that the librarian assigned has had work experience in the main library, is a competent reference librarian, and has in-service branch library training — including a knowledge of the Library's policies and procedures. Background and experince in

library work with children is also desirable. In addition to the City's annual employee evaluation and probationary evaluations (for those new on the job), a branch librarian evaluation is also conducted, because of the key responsibility which this person has in insuring that the branch library is well run. A copy of this form follows.

BRANCH LIBRARIAN WORK EVALUATION

Employee's name _____ Employee's class title _____ Date _____

	OUTSTANDING	GOOD	FAIR	UNSATISFACTORY
1. Knowledge of the circulating collections.				
2. Knowledge of the reference collections.				
3. Ability to interpret users' questions.				
4. Ability to work with children.				
5. Willingness to help library users; enthusiasm.				
6. Ability to recommend acquisition of materials suited to the community.				
7. Punctuality.				
8. Courtesy toward the public.				
9. Appearance.				
10. Attitude toward other employees.				
11. Ability to organize work; assign and schedule staff.				
12. Understanding of the role of the branch library within the library system; awareness of Library policies and procedures.				
13. Ability to develop priorities; set goals.				
14. Supervisory ability.				
15. Ability to plan and conduct programs.				
16. Performance of community relations activities.				
17. Awareness of building conditions.				
18. Ability to accept suggestions or criticism.				
19. Considering all branch librarians that you have known, what is your overall rating of this employee?				

COMMENTS:

_____
Rater

4

RESOURCES

CONTENTS OF THIS CHAPTER

ADULT BOOK COLLECTIONS
CHILDREN'S BOOK COLLECTIONS
INFORMATION MATERIALS
SERIAL PUBLICATIONS
AUDIO-VISUAL MATERIALS
SELECTION OF LIBRARY MATERIALS
COLLECTION MAINTENANCE
COLLECTION REVIEW
CIRCULATION OF MATERIALS

Branch library resources include book collections, information materials, serial publications, and audio-visual materials. They are described briefly below.

ADULT BOOK COLLECTIONS

Fiction collection. This collection, arranged by author, also contains the following separate subcollections, arranged by subcollection on the shelf: mystery, western, science fiction, short story, and romance.

Subject collection. This collection (also referred to as nonfiction) is arranged according to the Library of Congress (L.C.) classification system.

Reference collection. This noncirculating collection is arranged by L.C.

Oversize books. Oversize books are shelved as a separate collection.

Books on contract. This is a collection of current and popular titles, both fiction and subjects. Titles are selected monthly and are available in the new book section at each library. Branch library titles are not cataloged.

Extension collection. The extension collection consists of fiction titles (duplicates of main library titles) which are rotated to branch libraries to augment their collections.

Large print collection. This collection of books in large print is cataloged and arranged in the same general manner as adult subjects and fiction except that it is shelved as a separate collection. Books in large print are rotated to branch libraries from the main library.

Paperback book collection. This uncataloged collection of mass media paperbacks is divided into subjects and fiction, with additional fiction subcollections of mystery, western, science fiction, and romance.

Young adult collection. This uncataloged collection consists of paperback books, both fiction and subjects, primarily of interest to young adults.

CHILDREN'S BOOK COLLECTIONS

Fiction collection. This collection, arranged by author, is selected for children ages nine to fourteen.

Picture books. This collection of easy fiction, arranged by author, is selected for children ages three to eight.

Subject collection. This collection, classified and arranged by modified L.C.[1], is selected for children ages nine to fourteen.

Easy books. These books, arranged by modified L.C. for subject materials or by Easy 1, 2, or 3 for graded readers, are selected for children ages three through eight.

Reference collection. This is a noncirculating collection arranged by modified L.C.

Newbery-Caldecott collection. A selection of these award-winning books is separately shelved in each branch library, in addition to copies in the general collection.

Special reading collection. This separately shelved collection contains fiction and subject materials of high interest and low reading level for the reluctant reader.

Toddler collection. This uncataloged collection is selected for children ages one to three.

Spanish collection. Children's materials in Spanish include fiction and subjects in the same formats as other children's materials in English.

Large print collection. This cataloged collection is selected for visually handicapped children.

Children's service collection. This cataloged collection (modified L.C.) is selected for adults working with children.

Paperback book collection. Paperbacks are a browsing collection of uncataloged materials. They are, however, labeled Easy, JUV (juvenile, ages nine to eleven), or T (teen, ages twelve to fourteen).

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[1] Inglewood Public Library. Library of Congress Classification Adapted for Children's Library Materials, 3d ed., 1976.

Comic books. This is an uncataloged collection of Code approved comic books.

INFORMATION MATERIALS

Information materials are classified in separate collections in the reference service areas.

Biography file. This collection consists of short, one or two page biographies of authors and people currently in the news.

City Council. This collection consists of Inglewood City Council agendas and minutes.

College catalogs. These catalogs from California colleges and universities are arranged alphabetically by name of school.

Information file materials. These are principally pamphlets, arranged by L.C. subject heading. Subject headings for this collection are indicated in the public catalog.

Occupations file. This collection consists of pamphlets concerning occupations.

Travel information. This collection contains materials, such as road and city maps and travel brochures, which are primarily of interest to the traveler.

Children's information file materials. These are principally pamphlets, arranged by L.C. subject heading. Subject headings for this collection are indicated in the children's public catalog.

SERIAL PUBLICATIONS

Serial publications are published in parts and include magazines, newspapers, reports, bulletins, etc.

Magazines. These collections, adult and children's, are divided into current issues (latest issue only) and back issues. The back issues collection consists of individual issues in boxes and bound volumes.

Newspapers. This collection is divided into current issues in the public area and back issues on closed shelf.

Other serial forms. These consist of circulating books such as yearly publications of travel guides, short stories, plays of the year, and reference books such as indexes and yearbooks. Selected yearbooks are also available in the children's reference collection.

AUDIO-VISUAL MATERIALS

Phonograph records. The adult collection is classified by L.C. classification. Jazz and Popular record collections arranged by artist, as well as a rotating collection of the more popular recordings, are also available. Children's recordings are classified by modified L.C.

Cassettes. Cassettes are currently being introduced to branch libraries, in both permanent and rotating collections.

Multimedia kits. The types of multimedia kits currently available in branch libraries are book-cassette and book-phonograph record.

SELECTION OF LIBRARY MATERIALS

The Library has a well defined library materials selection policy which covers all media and applies to the main and branch libraries.[1] Materials in branch libraries represent the first level of service, and patrons wanting in-depth materials may be referred to the main library.

Adult books. Branch librarians confer with the Adult Book Coordinator in the selection of adult books. This includes older materials as well as new titles. Branch library titles are duplicates of main library titles. The use index cards in book pockets indicating each circulation serve as an aid in determining subject use as well as the use of a particular title. Requests for replacement of lost books (lost in circulation or missing) are also made to the Adult Book Coordinator. In addition to standard sources, branch librarians may also select materials from used book stores.

Children's books. Children's Division staff members select children's books. Recommendations are also made by branch library staff.

Serial publications. Serial publications (reference works such as annuals and indexes as well as magazines and newspapers) are budgeted through Serial Publications and Documents. Branch librarians confer with the Serials librarian in the selection. Most serial titles are decided upon before the beginning of the fiscal year.

Information file materials. The ordering or requesting, classifying, and distribution of information file materials is coordinated by the main library Reference Assistant. All requests (complete with source) are made to that person. This procedure provides uniformity in ordering or requesting as well as in the assignment of subject headings.

Sound recordings. Audio-visual Division personnel select adult sound recordings and kits. Children's librarians, in cooperation with Audio-visual Division personnel, select children's sound recordings and kits. Branch library staff and branch library borrowers, however, make recommendations.

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[1] Inglewood Public Library. Library Materials Selection Policy. 1975.

COLLECTION MAINTENANCE

The maintenance of library materials — shelving, shelf reading, shifting, making minor repairs, etc. — is performed by aides under the supervision of the Circulation Supervisor. Materials in poor condition are reviewed by the Branch Librarian for recommendation for withdrawal, rebinding, or replacement.

COLLECTION REVIEW

All collections are reviewed periodically by the professional staff. Basic considerations include withdrawal of materials no longer suitable and lack of materials on a subject. Branch librarians review adult books and information materials. The children's staff reviews children's books, and in cooperation with Audio-visual Division staff, reviews sound recordings and kits. Audio-visual personnel review adult sound recordings and kits. The branch library staff works with the Serials librarian in evaluating serial publications.

CIRCULATION OF MATERIALS

One of the most important functions of the branch library is the circulation of library materials. To many public library users their only contact is with circulation personnel in charging and discharging their library materials. Circulation personnel must be thoroughly familiar with policies and procedures, perform procedures efficiently, and display judgment and tact in dealing with the public.

The Library has a manual on circulation procedures.[1] Work copies of this manual in looseleaf form are updated periodically. Circulation supervisors meet monthly to discuss policies, procedures, and problems and also provide information which is used for updating the manual.

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[1] Inglewood Public Library. Circulation Procedures. 1972.

ADULT SERVICES

REFERENCE SERVICE

Reference service — including answering reference questions and assisting the public in the location and use of branch library materials, catalogs, and indexes — is most important in a branch library. The Library has prepared a manual[1] covering this topic which includes a chapter on branch library reference service.

Even though branch library collections are limited, a high quality of service can be provided if librarians are responsive to public needs and have a thorough knowledge of the branch library's collections. Branch library reference service is usually provided by the same one or two librarians, in contrast to a main library where many librarians may be given reference desk assignments. It is important that librarians select materials — reference and general collection — which will provide, for the most part, the kinds of materials most sought by the branch library's public. Referral by librarians to the main library or other sources is often required. Branch librarians have had work assignments staffing the main library reference desk and have knowledge of the main library collections.

Every attempt should be made to insure that a librarian is on duty at all times the branch library is open to the public.

Liaison with local high schools and colleges is especially important when student reading assignments are made and materials for reports requested. Branch library resources often are sufficient for some types of reading assignments and reports, but referrals to in-depth materials, journals, documents, etc., are made to the main library.

Readers' advisory service. Because of the intimacy of a branch library and the regular contact with users, a more personal readers' advisory service can be offered. Members of the clerical staff, who have regular contact with patrons and know their reading interests, also offer assistance to users with reading selections, especially in the area of fiction and new books on the best seller list.

PROGRAMS

Under the direction of the Branch Librarian, often working closely with the Adult Services Program Librarian, Audio-visual personnel, Young Adult Librarian, Community Services Librarian, and/or Librarian for Service to the Spanish Speaking, programs are planned and conducted that meet the educational or recreational interests of the branch library's community.

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[1] Inglewood Public Library. Library Reference Service, 1976.

Examples of programs are film programs on a variety of subjects, lectures, talks, and demonstrations. Programs may be presented in coordination with other City departments, such as Police, Fire, Parks and Recreation, or Planning. The cooperation of community organizations and businesses is often solicited. Extramural programs may be presented in other locations, such as schools, churches, and meeting rooms.

ORIENTATIONS

Orientations, in which the resources and services of the branch library are explained, are presented formally and informally to a variety of the interested public. This may include business people new to the area, students, and clubs and organizations.

CHILDREN'S SERVICES

Branch library service for children provides an easily accessible community facility with recreational and educational materials in a variety of formats, specialists in children's service, and programs for young people.

Although resources are more limited than at a main library, branch resources are intended to provide sufficient school-related and recreational materials to encourage a library habit in young people. The branch library offers children's materials for school assignments and for recreation throughout the year.

Children's services at branch libraries are especially important to those younger children who are unable to reach a library further away. The accessibility of the neighborhood library enables children to include the library as a part of their daily lives and sometimes establishes a pattern of library use.

The Children's Division has the responsibility for branch library resources and services for children. Children's librarians are generally available three to four hours a day. In addition, some services and programs may call for increased staffing. Other librarians assigned to the branch assist children in the absence of a children's librarian. They may have background and experience in working with children or have been children's librarians.

As previously noted, children's librarians select children's library materials and evaluate materials on a continuing basis. They also file public catalog cards.

REFERENCE AND GUIDANCE

As with adult reference, children's librarians assist children in the location and use of branch library resources. In some instances, this may include the use of selected adult resources. Personal guidance to children on the selection of recreational and subject materials is one of the major functions of the children's librarians. They also explain the classification system, the children's public card catalog, files, and indexes.

Children's librarians provide materials and assistance to students who have class assignments. As school libraries are generally limited to curriculum-related materials, the branch library endeavors to supply related materials as well as a variety of materials on selected subjects not found in abundance in school libraries.

ORIENTATIONS

Orientations, in which library resources and services are explained and/or demonstrated, are given formally to school class visits, clubs, and organizations. Informally, orientations may be made individually or to small groups of children and interested adults such as parents, teachers, or librarians.

SCHOOL CLASS VISITS

School class visits to the Library are usually made on a regularly scheduled basis from local schools. The first visit is usually an orientation which consists of an introduction to the various collections, the classification system, and use of the card catalog. It may also include book talks, storytelling, and teacher requested information concerning a country being studied or other topics of current interest.

PROGRAMS

Story hours are presented on a scheduled basis for pre-school children in the area.

Film programs for children of all ages are always popular. Stories may also be told at these programs. Their scheduling requires coordination with Audio-visual personnel.

Programs relating to special events such as Black History Week and holidays are presented. The major holiday program for the year is Halloween. Other programs may include crafts such as weaving and model making. Many of the programs presented are coordinated with other City departments.

EXTRAMURAL PROGRAMS

A major effort consists of visits of the children's librarians to schools in which they describe the forthcoming annual summer reading program, an important event in all libraries. Children's librarians visit schools in the area at the beginning of the school year whenever possible to introduce library service. Children's librarians, upon request, also give talks and demonstrations to schools and colleges, local organizations, and groups such as the P.T.A.

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THE BRANCH LIBRARY COMMUNITY

COMMUNITY AWARENESS

Awareness of the local community in which the branch library is situated is an important consideration for a branch librarian. In developing this awareness the following factors are among those which should be considered: (1) public and private schools, colleges and universities, including their library service; (2) population make-up such as number and types of ethnic groups, age groups, etc.; (3) business and industry; (4) community organizations; (5) economic make-up of the community; (6) educational and cultural levels of the population; and (7) other libraries and recreational facilities in the area. Branch library service should reflect the needs of the majority of community residents.

Some examples of the methods by which a branch librarian could become aware of the local community are: (1) conversing with library users; (2) reading local newspapers in order to determine neighborhood trends, note new people in the area, and learn of activities of schools and organizations, etc.; (3) visiting schools, libraries, businesses, churches, etc.; (4) attending meetings of clubs, groups, and organizations; and, (5) if practicable, living and shopping in the area in which the branch library is located.

PUBLIC RELATIONS

Public relations has been defined as "The art or science of developing reciprocal understanding and goodwill between a person, firm, or institution and the public," and "The degree of understanding and goodwill achieved."[1]

Public relations as it applies to a branch library should include: (1) an overt response to public needs; (2) a public service oriented staff; (3) a well-trained, efficient staff familiar with library policies and procedures; (4) promotion of branch library resources and services through exhibits, announcements, and booklists; and (5) cooperation with local businesses and organizations.

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[1] Webster's Seventh New Collegiate Dictionary. 1971.

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EVALUATION OF EFFECTIVENESS

The evaluation of branch library service must take into consideration what is available to work with — staff, resources, and building. Limitations usually fall into two categories — the building and budget. The building may be in the wrong place; may be badly designed; may have poor lighting, heating, or air conditioning; may have inferior furniture and equipment; may not have a meeting room (if one is needed); or may be just too small (the entire building or areas of it). A limited budget may result in fewer hours of opening than desired, insufficient staff or library materials, or limited funds for programs.

Evaluation of effectiveness, therefore, must be made in light of any budget or building restrictions. The following are examples of questions that can be asked irrespective of any limitations. Are the resources selected to meet the needs of the branch community? Is the branch library staff well trained concerning policies and procedures? Are programs well attended and well received? Are collections kept up-to-date and are materials no longer suitable removed? Are staff members public service oriented and do they make every effort to assist users? Are schedules and work assignments well organized?

CONTENTS OF THIS CHAPTER

MEASUREMENTS OF EFFECTIVENESS

BRANCH LIBRARY CHECK LIST

List of check list items

Description of check list items

- Physical appearance
- Collections
- Services
- Staff

Check list

- Physical appearance
- Collections

MEASUREMENTS OF EFFECTIVENESS

We have tried to identify methods for determining the effectivenss of service such as objective criteria, observation, and comments from users. Resources, services, and programs are considered under each measurement when applicable.

Comments. Verbal comments by library users, the staff, and officials constitute an important evaluative source. They may be approving, disapproving, or of a general nature. Comments may concern a variety of topics such as the kind and amount of materials available or the quality of service. Library users may also comment to non-user friends and these comments may be relayed back to the Library. All comments received by the branch staff should be relayed to the Branch Librarian who will in turn evaluate them and report to the Head – Extension Division.

Comparison. Visits to other branch libraries provide a comparison through which service can be evaluated and ideas obtained.

Forms. The forms noted below are used to gather information or statistics.

1) User's reaction forms are used to evaluate anything on which a patron would comment. Comments may be critical or complimentary. These forms are routed to the Library Administrative Office.

2) Book order suggestion forms, when completed by patrons and staff, are a means of acquiring materials suited to community needs.

3) Program attendance record forms, when compared with previous tallies, are used to evaluate the effectiveness of public programs.

4) Program request and evaluation forms also are used for evaluating public activities and may include observations by the staff involved.

5) Use index cards constitute a method of determining the use (circulation) of items in the branch's collections.

6) Questionnaires sent to other libraries are a means for developing awareness of different methods of providing services.

Objective criteria. Many criteria are derived from studies and reports produced by libraries, universities, research organizations, and government agencies. Journal articles and monographs produced by individuals or organizations are another source.

Observation. Observation by the branch library staff is especially important to evaluating the types of users and their reactions to library services and resources, as well as in determining the resources most commonly sought and the frequency of their use.

Requests. Requests for materials, services, and programs not provided by the branch library can be an index to branch effectiveness.

Written communications. Correspondence by members of the branch library community to the Library, Library Board, or City Council, and letters to the newspapers on any aspect of library service — indicating good, bad, or indifferent reactions — serve as a means of evaluating library service.

INGLEWOOD PUBLIC LIBRARY

USER'S REACTION TO LIBRARY RESOURCES AND SERVICES

TYPE OF REACTION

Commendation ☐ Complaint ☐ Observation ☐ Recommendation ☐

REMARKS

If reaction is to a specifc item--please identify

NAME AND ADDRESS OPTIONAL

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DATE MAIN ☐ EX 1 ☐ EX 2 ☐ INITIAL

IPL 8/69

INGLEWOOD PUBLIC LIBRARY

No._____ Date_____

USER'S REACTION TO LIBRARY RESOURCES AND SERVICES

REVIEW AND ACTION

ADMINISTRATIVE ASSISTANT

TYPE OF REACTION — Commendation ☐ Complaint ☐ Observation ☐ Recommendation ☐

SUBJECT

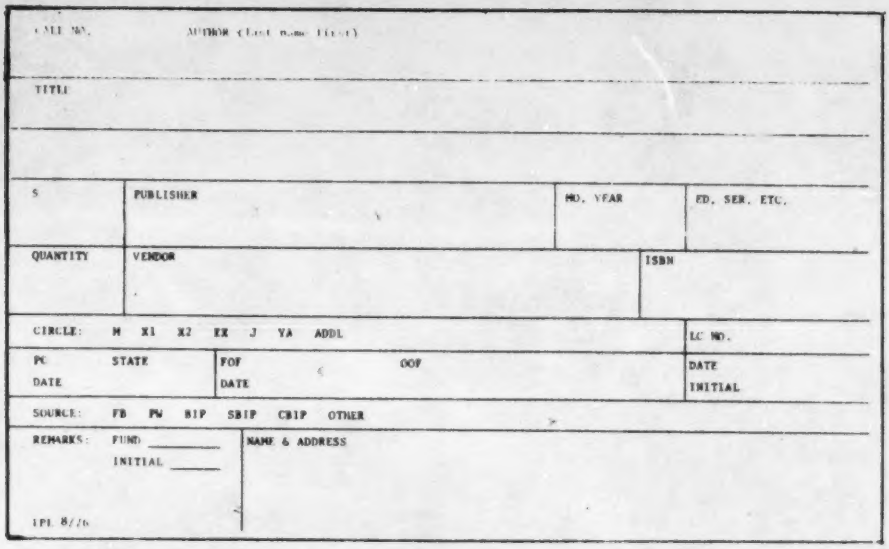
USER'S NAME AND ADDRESS

TO LIBRARY DIRECTOR Date:

DIVISION HEAD CONTACTED:
COMMENTS AND RECOMMENDATION:

ACTION TO BE TAKEN:

BOOK ORDER SUGGESTION FORM



CALL NO.	AUTHOR (Last name first)		
TITLE			
$	PUBLISHER	MO. YEAR	ED. SER. ETC.
QUANTITY	VENDOR	ISBN	
CIRCLE: M X1 X2 EX J YA ADDL			LC NO.
PC DATE STATE	FOF DATE OOF		DATE INITIAL
SOURCE: FB PW BIP SBIP CBIP OTHER			
REMARKS: FUND _____ INITIAL _____ IPL 8/76	NAME & ADDRESS		

PROGRAM ATTENDANCE RECORD FORM

PROGRAM ATTENDANCE RECORD

Program_____

Date_____Attendance_____Location_____

Orgn._____Orgn. rep._____

Division: AV ☐ Adult ☐ Child ☐ Span ☐ YA ☐
Other ☐

Initial_____

Comments:_____

_____

IPL 5/77

INGLEWOOD PUBLIC LIBRARY

PROGRAM REQUEST AND EVALUATION FORM

Division_____ Program Supervisor_____ Date_____

Program title_____

Description_____

Location_____ Program date_____ Time_____

Description of previous program_____

Personnel required_____

Fees, supplies and/or equipment_____

Approved ☐ Disapproved ☐ Library Director_____ Date_____

Comments:_____

CHECK LIST

		Date ordered	Date received	Amount	Color	Size	Ink color
Posters	☐						
Flyers	☐						
Facility	☐						
Equipment	☐						
Press release	☐						
Views release	☐						
Radio release	☐						
Refreshments	☐						

Additions/corrections_____

EVALUATION

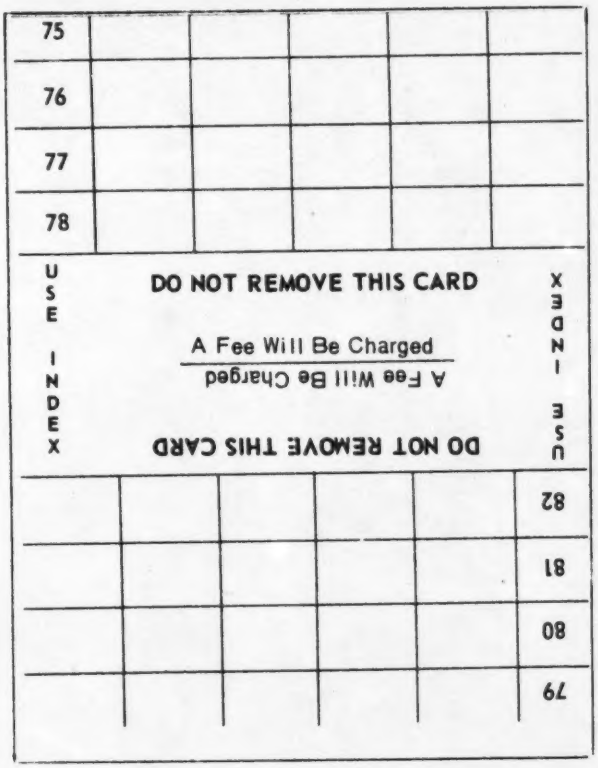
Public response_____

Problems_____

Suggestions for change_____

Attendance_____ Comments_____

USE INDEX CARD



BRANCH LIBRARY CHECK LIST

A check list of items to be inspected or reviewed by the Branch Librarian or that Librarian's supervisor has been developed to insure the branch library operation is effective. The principal areas covered are physical appearance and collections. Services and staff are discussed but not included on the check list because they are evaluated by other means. This discussion is in three parts: (1) a list of items for inspection or review, (2) a brief general description of each item, and (3) the check list itself — that is, a series of key questions posed under each applicable item.

LIST OF CHECK LIST ITEMS

PHYSICAL APPEARANCE

PUBLIC AREA (Adult & Children's)

- Return (sorting) shelves)
- Book stacks
- Reference stacks
- New book section
- Paperbacks
- Magazine & newspaper stacks
- Information file materials
- Sound recording stacks
- Circulation desk area
- Reference desk
- Furniture & equipment
- Card catalog
- Coin operated equipment
- Displays
- Restrooms
- Lobby

STAFF WORKROOM

- Magazine shelves
- Transfer shelves
- Furniture & equipment
- Supplies area
- Shelf list file

STAFF RESTROOM
OFFICE
STAFF ROOM
BUILDING EXTERIOR
GROUNDS
PARKING AREA

COLLECTIONS (Adult & Children's)

- Circulating collections
- Reference collections
- New books
- Extension collection
- Books on contract
- Paperbacks
- Magazines & newspapers
- Information file materials
- Sound recordings

SERVICES (Adult & Children's)

- Reference service
- Programs
- Publicity
- Community relations
- School class visits

DESCRIPTION OF CHECKLIST ITEMS

PHYSICAL APPEARANCE

A neat and orderly appearing library implies to the public a correlation between the outward appearance and a well run internal operation.

PUBLIC AREA (Adult and Children's)

Return (sorting) shelves. Consistently overflowing return shelves indicate a lack of organization and could reduce circulation and increase frustration if patrons and staff cannot locate materials. Return shelves serve as a browsing collection to many borrowers. Every item selected from the return shelves is one less item that has to be shelved.

Book stacks. If the books are not in order in the stacks the purpose of the card catalog and classification system is lost. A scheduled shelf reading program is an important factor in keeping materials in order. Books should be lined up on the front of the shelf for easy location. It is important to shift books when sections become crowded. There should always be at least 20 percent space at the end of each shelf to allow for books to be reshelved and books to be added. Identification labels at the end of stack aisles should reflect the materials on those stacks.

Reference stacks. The same general criteria as for book stacks apply to reference stacks. Because of the ready reference nature of the collection it is especially important that books be in order.

New book section. Many library users go immediately to the new book section. New books returned from circulation should be reshelved immediately.

Paperbacks. The paperback racks should be inspected periodically for damaged or worn books.

Magazine and newspaper stacks. Magazines and newspapers constitute the most current materials in the library and contain the latest information. Their time value is lost if they are not made available as soon as they are received. Because of their current nature and the fact that many are indexed, these materials should be kept neat and in order. Daily review of their condition is essential. Issues in bad condition, worn, or damaged are removed.

Information file materials. Information file materials are ephemeral and their contents are often more up-to-date than books. They provide a supplemental source for materials in recurrent heavy demand. Materials should be promptly filed. A frequent review of the file should be made to insure folders are in alphabetical order. A periodic review of the contents of the folders should also be made to be certain that materials are in the proper folders.

Sound recordings stacks. As with other library materials, sound recordings should be kept in order. Scheduled shelf reading and cleaning of plastic covers is necessary.

Circulation desk area. The circulation desk area should be neat appearing and not cluttered. Returned library materials should be immediately placed on appropriate book trucks and never left on the counter. Work being performed at the desk should be confined to as small a work area as possible, should be cleared at the end of the work shift unless carried on by another employee, and should not interfere with normal circulation duties.

Reference desk. As with the circulation desk, the reference desk should be neat appearing. Reading materials should not be piled up. On-desk reading and other desk work should not interfere with service to the public.

Furniture and equipment. The Branch Librarian should be aware of the placement of all furniture and equipment so that any missing or out of place items will be immediately apparent. Equipment should be inspected periodically to insure it is clean, complete, and in working order. Any equipment out of order or furniture needing repair or cleaning should be promptly reported. Chairs should be pushed back under tables or carrels, library materials picked up, and tables straightened as a matter of course.

Card catalog. As catalog cards are filed on the rod, the person assigned to review the filing should drop the cards immediately. Cards left undropped are an open invitation to removal by the public. Lost or removed tray labels should be replaced promptly. Public catalogs should be cleaned periodically and any markings removed.

Coin operated equipment. Coin operated typewriters and photocopy machines should be inspected occasionally to insure equipment is in working order and any defects reported promptly. Typing rooms should also be inspected for cleanliness.

Displays. The Branch Librarian should be aware of the contents of all displays and exhibits so that any missing items can be detected immediately and missing items reported. Display cases should be clean and hanging exhibits aligned.

Restrooms. Restrooms should be inspected periodically for cleanliness, vandalism, plumbing malfunctions, and adequate supplies.

Lobby. The lobby area should be clean. Skateboards and bicycles should be kept out as they constitute a hazard to the public.

STAFF WORKROOM

The staff workroom should be kept orderly. Except for back issue magazines, it is not a permanent storage area. Materials used in programs, for example, should be returned to the main library or discarded after the program has been held. Materials received in bins should be removed and processed as soon as received in order that they may be put in circulation.

Magazine shelves. As in the public area, magazines should be promptly reshelved and kept in order.

Transfer shelves. Books being routed to and from the branch library should not be allowed to accumulate. These are usually materials others are waiting for. Materials requested by the main library should be forwarded promptly.

Furniture and equipment. The same general statements as for the public area apply here.

Supplies area. Supplies should be under the control of the Circulation Supervisor, who will maintain a supply inventory. Supplies should be kept orderly.

Shelf list file. Cards should be filed as received. Shelf list cards should be removed from the file only when materials are withdrawn or when requested by Technical Services or Serials.

STAFF RESTROOM

The staff restroom should be clean and have adequate supplies. Any plumbing malfunction should be reported promptly.

OFFICE

The Branch Librarian's office should be reasonably orderly and the desk and shelving neat appearing. Circulating materials should not be processed or stored in the office.

STAFF ROOM

The staff room should be clean and orderly. The stove, refrigerator, and sink require routine maintenance. Staff members should clean up after themselves. Reading materials brought into the staff room should be returned at the end of lunch or break.

BUILDING EXTERIOR

The outside of the library should be inspected daily for items such as broken windows, inoperable exterior lights, miscellaneous vandalism, and graffiti.

GROUNDS

Grounds should be inspected at the same time as the building for items such as litter, vandalism, and damage to vegetation.

PARKING AREA

The parking area should be inspected on arrival, departure, and as possible during the day. Items to be looked for are litter, vandalism, and graffiti. This would apply also to vehicles parked there.

COLLECTIONS (Adult and Children's)

Materials in branch library collections should be carefully selected to meet the needs of the immediate community. Periodic evaluations must be made so that materials no longer suitable or seldom used can be removed. The limited space available in branch libraries is a factor.

Circulating collections. As noted above, the circulating collection should be carefully selected and periodically reviewed. Books to be removed will be those that are out-of-date, no longer suitable to the interests of the community (the use index card provides a good indicator), or in poor condition.

Reference collections. The selection of reference books should be generally confined to a ready reference nature and based on what the local clientele wants to know. Questions requiring more comprehensive research or additional material should be referred to the main library. Superseded reference works should also be returned there.

New books. Older materials in the new book section should be removed as newer materials are received. The Branch Librarian should shelve these books as often as possible to gain familiarity with them. New children's books are held for a limited time for review by the Branch Librarian and children's staff before they are integrated into the collection. Circulation desk personnel should make frequent trips to the new book section with the new books.

Extension collection. Rotation of all materials in this collection should be done as scheduled. Even though rotation is set on a four month cycle, the Branch Librarian should select and the nonprofessional staff return (or rotate to another branch) books every month.

Books on contract. Books on contract are selected by the Branch Librarian each month from a vendor's list. They should be unpacked and processed as soon as received. The same number of books received will be returned during that month. Cards for these books should be filed and withdrawn promptly and accurate records maintained.

Paperbacks. Paperbacks received from the main library should be immediately placed on public paperback racks. Books in poor condition should be removed when they are returned from circulation.

Magazines and newspapers. As magazines are received from the main library, they should be put in plastic covers and placed on the shelf. Newspapers should be put out as received. Back issues of magazines and newspapers are removed because of lack of space. No branch records are required.

Information file materials. Materials should be filed as received from the main library. Ordering and processing of these materials is accomplished in the main library. Children's librarians will update the children's information file.

Sound recordings. As phonograph records are returned from circulation, they are cleaned and inspected promptly by branch staff.

SERVICES (Adult and Children's)

Branch library services basically consist of the following:

Reference service. This primarily consists of interpreting the collection, assisting in locating materials, and providing some readers' advisory service. It is generally evaluated through observation, reaction of patrons, and the Branch Librarian's work evaluation.

Programs. Programs are provided for special occasions and are community related. Attendance and audience reaction are evaluative measures.

Publicity. Publicity concerning the branch library is disseminated through the Libary Administrative Office. Patron reaction to publicity is the basic measure of evaluation.

Community relations. The Branch Librarian must be aware of the community make-up in order to provide collections, services, and programs to meet community needs. Evaluation is directly related to community response.

School class visits. Orientations and monthly visits to the branch library are arranged by children's librarians with local schools to expose students to library materials and procedures. The number of schools, classes, and students involved serve as an evaluative measure.

STAFF

The following are some of the more important staff traits which are evaluated through observation, user reaction, and performance evaluations: attendance, punctuality, appearance, courtesy, knowledge of assignment, knowledge of policies and procedures, enthusiasm, and awareness.

CHECK LIST

PHYSICAL APPEARANCE

PUBLIC AREA (Adult and Children's)

Return (sorting) shelves

- ☐ Are any sections completely full?
- ☐ Are any sections double shelved?
- ☐ If shelves are crowded, has a reshelving priority list been established and is it being followed?
- ☐ Are loaded return book trucks parked in the return shelving area?
- ☐ Are the return shelves clearly identified by collection and classification letter?

Book stacks

- ☐ Are books lined up on the front of the shelves and book supports flush with books?
- ☐ Are shelves too full?
- ☐ Are identification labels at end of stack aisles and are they correct?
- ☐ Do books need shelf reading?
- ☐ Is the current shelf reading schedule being adhered to?
- ☐ Do book jackets need cleaning?
- ☐ Do shelves need cleaning?
- ☐ Are aisles clear?

Reference stacks

- ☐ Are books in order by classification?

New book section

- ☐ Are shelves overloaded?
- ☐ Are books in order by collection and classification letter?

Paperbacks

- [ ] Are paperback racks clean?
- [ ] Are paperbacks separated by collection?
- [ ] Are books in poor condition?

Magazine and newspaper stacks

- [ ] Are newspapers stacked in order with the latest issue on top?
- [ ] Are current issues of magazines in plastic covers in order on the shelves?
- [ ] Are magazine back issue boxes in alphabetical and chronological order?
- [ ] Are magazines in the correct boxes?
- [ ] Are magazine plastic covers clean and in good condition?

Information file materials

- [ ] Are folders in alphabetical order in the files?
- [ ] Are file folders in good condition?
- [ ] Are file drawers labeled correctly?

Sound recordings stacks

- [ ] Are sound recordings in order by collection and classification letter?
- [ ] Are plastic covers clean and in good condition?
- [ ] Are bins too full?

Circulation desk area

- [ ] Are work surfaces cleared and clean?
- [ ] Is typing area clean and orderly?
- [ ] Are filled book trucks in the circulation work area?
- [ ] Are transaction cards stamped and ready for use?
- [ ] Is delinquent borrower list current?
- [ ] Are material requests posted on visifile complete and are they searched for according to schedule?

Reference desk

- [ ] Is the desk surface cleared and clean?
- [ ] Are the desk contents in usable order?

Furniture and equipment

- [ ] Are all lights in operation?
- [ ] Is the silent alarm functioning?
- [ ] Are tables and chairs clean?
- [ ] Does any furniture need repair?
- [ ] Are loose library materials or personal belongings on furniture?
- [ ] Are stains or holes in the carpeting?
- [ ] Are window coverings clean and in working order?
- [ ] Are chairs pushed up to tables and carrels?
- [ ] Are phonograph record players or cassette players in working order?

Card catalog

- [ ] Are catalog trays correctly labeled?
- [ ] Is the catalog clean?
- [ ] Are all cards dropped?
- [ ] Are all cards filed?

Coin operated equipment

- [ ] Are typewriters in working order?
- [ ] Is photocopier in working order?
- [ ] Are typing rooms clean and locked?

Displays

- [ ] Are displays neatly arranged?
- [ ] Are displays current?
- [ ] Are any exhibit items missing?

Supplies area

- [ ] Are supplies in good order?
- [ ] Are supplies sufficient?
- [ ] Are supplies secured?

Shelf list file

- [ ] Are the trays correctly labeled?
- [ ] Is the catalog clean?
- [ ] Are all cards filed?

STAFF RESTROOM

- [ ] Is the restroom sanitary?
- [ ] Are supplies sufficient?
- [ ] Is the plumbing in working order?

OFFICE

- [ ] Are the desks and shelving neat?
- [ ] Are materials for routing accumulating?

STAFF ROOM

- [ ] Has the utility counter been cleared?
- [ ] Are dishes dirty?
- [ ] Is leftover food in the refrigerator?
- [ ] Is the stove top clean?
- [ ] Is reading material left on furniture?

BUILDING EXTERIOR

- [ ] Are any windows broken?
- [ ] Are any exterior lights inoperable?
- [ ] Is graffiti on the building?
- [ ] Is vandalism apparent?
- [ ] Have trash barrels been emptied?

Restrooms

- [ ] Are restrooms sanitary?
- [ ] Are restrooms stocked with supplies?
- [ ] Is graffiti or vandalism evident?
- [ ] Is the plumbing in working condition?

Lobby

- [ ] Is the lobby clean?
- [ ] Is graffiti or vandalism evident?
- [ ] Is the book drop in working order?
- [ ] Is the glass in the wall display cabinet intact?
- [ ] Are skateboards, bicycles, or other hazards in the lobby?

STAFF WORKROOM

Magazine shelves

- [ ] Are back issues of magazines and newspapers in order?

Transfer shelves

- [ ] Is material on shelves ready for transfer?

Furniture and equipment

- [ ] Are work surfaces clear?
- [ ] Are work tables, desks, and chairs clean and orderly?
- [ ] Is any furniture or equipment missing?
- [ ] Are typewriters in working order?
- [ ] Are materials to be unpacked accumulating in boxes or bins on the floor?
- [ ] Are materials on trucks awaiting inspection or processing?
- [ ] Are materials from past programs or exhibits awaiting removal?
- [ ] Is mail removed from mail shelf promptly?

GROUNDS

- [ ] Are grounds littered?
- [ ] Is vandalism evident?
- [ ] Have shrubs, trees, or exterior furniture been damaged or removed?

PARKING AREA

- [ ] Is parking area littered?
- [ ] Are parked cars damaged?

COLLECTIONS

Circulating collections

- [ ] Are public catalog cards for books being filed promptly?
- [ ] Does circulation of books indicate they are meeting community needs?
- [ ] Have a schedule for reviewing the collections and a priority list been established; are they being followed?
- [ ] Are incoming books immediately routed to sorting shelves?

Reference collections

- [ ] Are all reference books current?
- [ ] Are all books suitable to a ready reference type of collection?

New books

- [ ] Are public catalog cards for books being filed promptly?
- [ ] Does a schedule exist for removing older books and is it being followed?
- [ ] Does circulation of books indicate they are meeting community needs?
- [ ] Are new books being given first priority in reshelving?

Extension collection

- [ ] Is the rotation schedule being followed?
- [ ] Has circulation of books been reviewed in order to determine future selection?
- [ ] Are the monthly selections being made?

Books on contract

- [ ] Are books being placed on shelf as received?
- [ ] Are public catalog cards for books being filed promptly?
- [ ] Are books returned as scheduled?

Paperbacks

- [ ] Is the supply low, and if so have additional copies been requested?
- [ ] Have books with categories in demand (western, romance, etc.) been requested?

Magazines and newspapers

- [ ] Are newspapers put on the shelf as they are received?
- [ ] Are back issues of newspapers routed to the staff workroom?
- [ ] Are new magazines placed in plastic covers and shelved as received?
- [ ] Are back issues removed from plastic covers as new ones are added?

Information file materials

- [ ] Are materials filed as received?
- [ ] Are files weeded occasionally?

Sound recordings

- [ ] Are recordings shelved as received?
- [ ] Are public catalog cards filed promptly?
- [ ] Are recordings cleaned and shelved promptly after circulation?

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THE BRANCH LIBRARY BUILDING

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SECURITY

The Crenshaw-Imperial branch library, built in 1965, has proved so successful as a functional building that some general comments concerning architectural features are in order. (The Crenshaw-Imperial branch library is 7,760 sq. ft., accommodates 30,000 volumes, and seats 100). The following remarks reflect experience gained from that branch as well as visits to a number of branch libraries.

OVERALL LAYOUT

Basic areas should include entrance lobby, circulation area, adult (seating, stacks, and reference), children's (also seating, stacks, and reference, plus space for seated groups such as story hours and orientations), public restrooms, staff workroom, branch librarian's office, and staff lounge. Other areas that might be considered are a loading area, meeting room, separate restrooms for children, typing rooms, listening areas, magazine and newspaper reading area, exhibit area, and an outside patio. A drive-up book return should be provided.

LISTENING AREA

PATIO

Wherever possible the major public areas (such as adult reading, stacks, reference, children's) should be open, in contrast to separately enclosed areas, in order to accommodate unforeseen changes in use. The net assignable (useful) space can be very high if well designed. The amount of space for corridors should be reduced to a minimum. Area dividers can be designed for dual purpose functions such as space for stacking chairs or vertical files. Drinking fountains scaled for adults and children are required. Access to the library for wheel chair patrons must be provided. Space for a photocopier should also be allotted.

PHONOGRAPH RECORD AREA

ENTRANCE LOBBY

An entrance lobby can be considered to reduce noise. Included in the lobby could be racks for free materials and a display case. A good design permits the public to walk directly through the lobby into the library rather than into an obstructing wall with the entrance to the library on one side.

CIRCULATION AREA

Planning the circulation desk is an important concern both for staff efficiency and public relations. One circulation counter can be used if the return materials section, the charge section, and the registration area are clearly delineated. This arrangement permits staffing by one employee during nonbusy periods. A cash register should be provided. A good plan is to have the return section adjacent to the entrance, with a turnstile to prevent the public from going out the entrance. The charge section should, in turn, be adjacent to the exit for control. Both the entrance and exit doors should lead to the entrance lobby. There is little control over loss of materials when the circulation desk is located at a considerable distance from the entrance.

CIRCULATION DESK

ADULT AREA

The adult area should be as open as possible so that it can be surveyed from the circulation desk. Individual seating is recommended, as a group of people around a table can prove disruptive. A reference area in which the librarian at the desk has a good view of the entire adult area should be provided. Shelving for ready reference books and vertical or shelf files for information materials should be adjacent to the reference desk.

Shelving for circulating materials should be placed at the back or side of the area visible to the librarian on duty. Patrons can more easily locate materials if shelving is arranged in a stack core concept rather than dispersed around the adult area. Sorting shelves should be provided. (When book trucks are filled at the circulation desk they should be moved to the sorting shelves. This arrangement makes for greater ease in locating a title not on the shelf.) When wood shelving is used (in contrast to steel shelving which can accommodate 8, 10, or 12 inch shelves), the tendency is to purchase 8 inch shelving ranges for fiction.

RESTROOMS

Separate children's restrooms should be considered. In order to prevent problems, the men's restroom should not be adjacent to the children's area. Additional control on the use of restrooms can be obtained by installing lock releases (buzzers) which can be operated by the staff at the circulation desk. Restroom entrances should be visible from the circulation desk.

BRANCH LIBRARIAN'S OFFICE

A small office for the branch librarian is desirable. Privacy is especially important when an employee is being counseled or for confidential telephone calls. A window overlooking the adult or children's areas might be considered, with a curtain which can be drawn for privacy when needed.

STAFF WORKROOM

A staff workroom, preferably located near the delivery entrance, is essential. A sink and supply cupboards should be included. Space should be available for desks, typing tables, work tables, vertical file, and card catalog, if required. There should be sufficient shelving to accommodate books in process, branch deliveries, back issues of magazines and newspapers, etc.

STAFF WORKROOM

STAFF LOUNGE

A unit consisting of a stove, refrigerator, counter, and cupboards is recommended. An oven is necessary, especially if employees work evenings. A window overlooking some verdure offers a pleasant relief for the staff. A separate, small room with a cot should be provided for women employees.

STAFF RESTROOMS

Staff restrooms are recommended so employees do not have to use a public restroom.

LOADING AREA

A loading dock designed to accommodate deliveries should be considered. An enclosed area for trash containers is also suggested near the delivery entrance.

MEETING ROOM

The community center concept for branch libraries is gaining favor, and consideration should be given to a public meeting room. A multi-purpose room is probably better than one with fixed seating. If the multi-purpose concept is used, storage spaces for folding tables and stacking chairs are necessary. The same compact type unit of stove, refrigerator, counter, and cupboards as in the staff lounge is recommended. This unit should have doors to close it off when not in use. If a meeting room is included, consideration should be given to an arrangement by which the meeting room and public restrooms can be closed off from the rest of the library. This would permit use of the meeting room during times the branch library is closed.

Attention should also be given to audio-visual equipment and facilities such as an electric screen, projection booth, sound system, and light dimming switches.

EXHIBIT AREAS

An excellent way to hang pictures, display brochures, etc., is the use of pegboard with holes on one inch centers. Liberal use throughout the facility is suggested.

SECURITY

Security is a major factor of concern in any public building. A carefully controlled entrance and exit has been discussed. Mirrors strategically located can be installed so employees at public desks can see areas not otherwise visible. A safe built into the floor or wall can reduce losses. A silent burglar alarm system is well worth the cost. An emergency silent alarm button can also be installed (usually at the circulation desk) as part of the alarm system. For parking lot problems, a television monitor for viewing the parking lot can be installed near the circulation desk. A smoke-heat sensor system should be installed to give fire protection.